



County of Los Angeles
Department of Public Social Services



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Statistical Report May 2004

Research, Evaluation and Quality Assurance Division



County of Los Angeles

Department of Public Social Services

Statistical Report

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Statistical Report

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*These pages are currently in development. Pages will be released on a flow basis, upon completion, in future editions of the Statistical Report.

All Aids Cases, Persons and Expenditures May 2004

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only ^(a)	Food Stamps	In-Home Supportive Services	Unduplicated Caseload All Aids ^(b)
Cases	168,686	64,315	422	2,907	528,514	278,125	138,693	950,682
Persons	426,729	65,112	452	2,907	1,319,549	654,425	138,693	2,107,699
Expenditures (millions)	\$ 89.57	\$ 13.04	\$ 0.15	\$ 2.18		\$ 62.13	\$ 87.20	\$ 254.27
Cost Per Case	\$ 530.97	\$ 202.76	\$ 354.90	\$750.31		\$ 223.39	\$ 628.74	\$ 267.46
Comparison with Prior Month								
Cases:								
This month	168,686	64,315	422	2,907	528,514	278,125	138,693	950,682
Last month	169,473	65,672	454	2,898	533,811	277,947	138,187	956,671
Change	-0.5 %	-2.1 %	-7.0 %	0.3 %	-1.0 %	0.1 %	0.4 %	-0.6 %
Persons:								
This month	426,729	65,112	452	2,907	1,319,549	654,425	138,693	2,107,699
Last month	430,219	66,545	494	2,898	1,329,514	654,400	138,187	2,120,822
Change	-0.8 %	-2.2 %	-8.5 %	0.3 %	-0.7 %	0.0 %	0.4 %	-0.6 %
Expenditures: (millions)								
This month	\$ 89.57	\$ 13.04	\$ 0.15	\$ 2.18		\$ 62.13	\$ 87.20	\$ 254.27
Last month	\$ 90.41	\$ 13.32	\$ 0.16	\$ 2.18		\$ 62.16	\$ 88.62	\$ 256.85
Change	-0.9 %	-2.1 %	-8.7 %	0.3 %		0.0 %	-1.6 %	-1.0 %

(a) DPSS Approved Caseload. CalWORKs recipients are automatically eligible for Medi-Cal and are not counted here.

(b) These are unduplicated counts of cases and persons that received aid in the month. A family aided in more than one category is counted only once. There is one exception: A few thousand families receive both Medi-Cal and Food Stamps under separate case numbers.

**DPSS Caseload Characteristics
May 2004
Los Angeles County Totals**

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	Food Stamps	In-Home Supportive Services
Total Aided							
Cases	168,686	64,315	422	2,907	528,514	278,125	138,693
Persons	426,729	65,112	452	2,907	1,319,549	654,425	138,693
Age of aided persons							
Under 1	10,699	0	0	0	41,616	19,121	12
1 - 2	28,721	0	0	0	96,128	50,127	139
3 - 5	50,633	0	0	0	129,723	75,021	560
6 - 12	160,030	0	0	2	264,798	177,999	2,727
13 - 15	59,465	0	0	0	90,860	62,478	1,253
16 - 17	29,910	0	0	1	53,498	31,232	671
18	4,251	657	16	0	27,438	10,870	421
19	2,402	991	41	1	26,152	6,947	458
20	2,784	1,110	27	0	25,540	5,596	446
21 - 59	77,039	56,796	338	139	457,050	199,638	34,788
60 - 65	689	3,992	25	295	17,362	8,964	12,648
Over 65	106	1,566	5	2,469	89,384	6,432	84,570
Total	426,729	65,112	452	2,907	1,319,549	654,425	138,693
Average age of aided adults							
Average Age	34	44	37	70	43	38	68
Sex of aided persons							
Adults							
Male	14,882	40,085	218	1,069	198,049	86,039	45,791
Female	69,666	25,027	234	1,835	365,738	152,403	87,538
Children							
Male	170,569	0	0	2	378,383	207,853	3,274
Female	171,612	0	0	1	377,379	208,130	2,090
Total	426,729	65,112	452	2,907	1,319,549	654,425	138,693

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**DPSS Caseload Characteristics
May 2004
Los Angeles County Totals**

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	Food Stamps	In-Home Supportive Services
Citizenship status of aided persons							
Citizen	397,192	56,437	0	20	847,047	587,580	NA
Legal Immigrants	29,537	8,675	452	2,887	371,000	66,838	NA
Undocumented Immigrants	0	0	0	0	101,502	7	NA
Total	426,729	65,112	452	2,907	1,319,549	654,425	NA
Primary language of aided cases							
Armenian	4,683	1,454	270	391	6,441	7,157	22,189
Cambodian	2,111	125	0	19	1,046	2,494	1,653
Chinese	1,175	367	23	371	10,823	2,533	9,161
English	95,401	55,916	40	194	226,440	165,753	58,066
Korean	141	359	0	269	4,220	701	2,675
Russian	459	203	51	164	1,105	857	7,157
Spanish	61,782	5,130	14	948	267,134	93,136	24,713
Vietnamese	2,068	412	1	77	4,451	3,615	2,877
Other	866	349	23	474	6,854	1,879	10,202
Total	168,686	64,315	422	2,907	528,514	278,125	138,693
Ethnic origin of aided person							
American Indian / Alaskan	415	347	0	0	1,338	1,076	290
Asian	24,630	2,715	28	1,124	99,063	42,044	23,478
Black	108,146	33,295	31	32	90,356	167,930	28,251
Hispanic	247,621	16,427	17	967	1,002,689	370,359	34,568
White	44,160	11,880	369	760	118,276	69,984	52,106
Other	1,757	448	7	24	7,827	3,032	0
Total	426,729	65,112	452	2,907	1,319,549	654,425	138,693

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* The counts are adjusted to match departmental aided case and person total counts where characteristics are unavailable.

**Cash Aid Programs
Cases Aided by District
May 2004**

District	CalWORKs				General Relief			Refugee	CAPI
	Total	Two Parent ^(a)	Zero Parent ^(b)	All Other ^(c)	Total	Employable	Unemployable		
East Valley Total	6,873	585	3,059	3,229	2,513	615	1,898		
011 East Valley	6,873	585	3,059	3,229					
032 San Fernando					2,513	615	1,898		
002 Glendale	7,018	1,960	1,579	3,479	3,475	1,031	2,444	248	
034 Lancaster	8,522	653	1,827	6,042	2,654	1,231	1,423		
066 Lincoln Heights	5,918	403	2,578	2,937					
038 Metro North	11,425	765	6,205	4,455				133	
003 Pasadena	3,164	196	1,085	1,883	2,160	919	1,241		
West Valley Total	8,088	582	3,074	4,432					
051 Santa Clarita	823	39	297	487					
082 West Valley	7,265	543	2,777	3,945					
010 Wilshire Special					3,382	1,151	2,231		2,907
Division I	51,008	5,144	19,407	26,457	14,184	4,947	9,237	381	2,907
005 Belvedere	4,878	307	1,908	2,663					
006 Cudahy	5,567	260	2,433	2,874					
012 Exposition Park	8,869	250	2,635	5,984					
015 Metro East	6,354	290	3,163	2,901	5,218	1,819	3,399		
013 Metro Family	8,587	273	4,667	3,647					
070 Metro Special					10,332	5,693	4,639		
040 Norwalk	5,640	366	1,646	3,628					
060 Rancho Park					3,890	1,658	2,232		
009 West Los Angeles	5,068	269	1,393	3,406					
Division II	44,963	2,015	17,845	25,103	19,440	9,170	10,270		
014 Civic Center					5,180	1,724	3,456		
026 Compton	11,711	510	3,717	7,484					
017 Florence	7,265	202	3,256	3,807					
062 Paramount	5,286	288	1,506	3,492					
027 South Central	5,980	157	1,915	3,908	2,248	1,022	1,226		
031 South Family	11,351	565	4,288	6,498				8	
007 South Special					11,131	4,933	6,198		
083 Southwest Family	13,368	482	3,731	9,155					
008 Southwest Special					7,478	3,285	4,193		
Division III	54,961	2,204	18,413	34,344	26,037	10,964	15,073	8	
004 El Monte	5,041	346	1,863	2,832					
036 Pomona	7,169	420	2,357	4,392	1,228	475	753		
020 San Gabriel Valley	5,544	674	1,554	3,316	3,426	912	2,514	33	
Division IV	17,754	1,440	5,774	10,540	4,654	1,387	3,267	33	
Total	168,686	10,803	61,439	96,444	64,315	26,468	37,847	422	2,907

(a) This category includes families that have two aided, GAIN Sanctioned or time-limited, non-disabled parents with at least one child in common.

(b) All parents/adults in these families are excluded or ineligible to aid for reasons other than GAIN sanction or time limits.

(c) This category includes all other families not included in the first two.

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**Supplemental Programs
Cases Aided by District
May 2004**

District	Medical Assistance Only ^(a)	Food Stamps		In-Home Supportive Services	Total All Aids Cash and Supplemental (Duplicated) ^(b)
		Total	PAFS	NAFS	
East Valley Total	30,381	12,149	4,358	7,791	51,916
011 East Valley	30,381	9,478	4,358	5,120	46,732
032 San Fernando		2,671		2,671	5,184
002 Glendale	23,324	12,437	4,853	7,584	46,502
034 Lancaster	14,496	13,122	4,666	8,456	38,794
066 Lincoln Heights	1,025	5,801	3,358	2,443	12,744
038 Metro North	7,189	12,253	7,063	5,190	31,000
003 Pasadena	9,389	6,532	1,969	4,563	21,245
West Valley Total	39,582	11,023	5,164	5,859	58,693
051 Santa Clarita	4,677	1,195	532	663	6,695
082 West Valley	34,905	9,828	4,632	5,196	51,998
010 Wilshire Special	23,130	6,357		6,357	35,776
Division I	148,516	79,674	31,431	48,243	296,670
005 Belvedere	41,474	8,066	2,729	5,337	54,418
006 Cudahy	19,514	6,658	2,936	3,722	31,739
012 Exposition Park	2,133	8,959	5,331	3,628	19,961
015 Metro East	549	11,451	3,864	7,587	23,572
013 Metro Family	23,642	10,189	5,083	5,106	42,418
070 Metro Special	25,186	16,479		16,479	51,997
040 Norwalk	18,801	6,849	3,200	3,649	31,290
060 Rancho Park	14,367	5,294		5,294	23,551
009 West Los Angeles	1,552	4,948	3,193	1,755	11,568
Division II	147,218	78,893	26,336	52,557	290,514
014 Civic Center	5,376	5,173		5,173	15,729
026 Compton	22,494	13,811	6,424	7,387	48,016
017 Florence	12,263	8,840	4,005	4,835	28,368
062 Paramount	11,828	6,376	3,008	3,368	23,490
027 South Central	9,362	9,634	3,215	6,419	27,224
031 South Family	18,315	14,259	6,510	7,749	43,933
007 South Special		11,236		11,236	22,367
083 Southwest Family	2,323	13,115	7,708	5,407	28,806
008 Southwest Special	30,635	10,130	3	10,127	48,243
Division III	112,596	92,574	30,873	61,701	286,176
004 El Monte	43,953	8,565	2,838	5,727	57,559
036 Pomona	25,514	9,220	4,149	5,071	43,131
020 San Gabriel Valley	873	9,199	3,141	6,058	19,075
Division IV	70,340	26,984	10,128	16,856	119,765
090 Canoga Park Mail-In Center	1,536				1,536
089 Medi-Cal Mail-In Application	3,810				3,810
016 Medi-Cal Outreach	6,850				6,850
Medi-Cal Operations Division	12,196				12,196
080 Medi-Cal LTC/Hospital Cert.	24,762				24,762
Medi-Cal Special Projects	24,762				24,762
East Region				32,870	32,870
Metro West Region				27,415	27,415
North Region				42,425	42,425
South Region				35,983	35,983
IHSS Division				138,693	138,693
DPSS Total	515,628	278,125	98,768	179,357	1,168,776
Dept. of Health Services	890				890
Dept. of Children and Family Services	11,996				11,996
Grand Total	528,514	278,125	98,768	179,357	1,181,662

(a) The Medi-Cal counts provided represent the Approved Caseload. Medi-Cal usage is tracked at the State level.

(b) This is the sum of all aid categories. These totals are duplicated to the extent that some families and persons are aided in more than one category.

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**Cash Aid Programs
Persons Aided by District
May 2004**

District	CalWORKs						General Relief			Refugee	CAPI
	Total	Two Parent ^(a)		Zero Parent ^(b)		All Other ^(c)	Total	Employable	Unemployable		
		Adults	Children	Children	Adults	Children					
East Valley Total	17,488	981	1,215	6,343	2,467	6,482	2,595	635	1,960		
011 East Valley	17,488	981	1,215	6,343	2,467	6,482					
032 San Fernando							2,595	635	1,960		
002 Glendale	18,904	3,568	3,490	2,946	2,750	6,150	3,684	1,097	2,587	266	
034 Lancaster	23,515	990	1,553	3,624	4,420	12,928	2,686	1,245	1,441		
066 Lincoln Heights	15,185	581	967	5,331	2,033	6,273					
038 Metro North	26,405	1,177	1,529	12,461	2,956	8,282				145	
003 Pasadena	7,780	307	428	2,104	1,454	3,487	2,187	925	1,262		
West Valley Total	20,314	1,002	1,198	6,241	3,437	8,436					
051 Santa Clarita	2,023	72	86	592	412	861					
082 West Valley	18,291	930	1,112	5,649	3,025	7,575					
010 Wilshire Special							3,445	1,178	2,267		2,907
Division I	129,591	8,606	10,380	39,050	19,517	52,038	14,597	5,080	9,517	411	2,907
005 Belvedere	12,768	486	704	3,997	2,146	5,435					
006 Cudahy	13,816	376	574	4,906	1,925	6,035					
012 Exposition Park	21,439	363	591	5,290	4,098	11,097					
015 Metro East	15,991	419	741	6,580	2,037	6,214	5,296	1,829	3,467		
013 Metro Family	20,776	367	674	10,077	2,320	7,338					
070 Metro Special							10,365	5,707	4,658		
040 Norwalk	14,213	571	842	3,079	2,615	7,106					
060 Rancho Park							3,918	1,668	2,250		
009 West Los Angeles	11,924	451	539	2,574	2,434	5,926					
Division II	110,927	3,033	4,665	36,503	17,575	49,151	19,579	9,204	10,375		
014 Civic Center							5,186	1,726	3,460		
026 Compton	30,437	768	1,267	7,752	5,247	15,403					
017 Florence	18,413	293	477	7,198	2,274	8,171					
062 Paramount	13,734	437	712	3,025	2,566	6,994					
027 South Central	15,395	220	428	4,114	2,564	8,069	2,248	1,022	1,226		
031 South Family	29,166	726	1,496	9,005	4,329	13,610				8	
007 South Special							11,215	4,961	6,254		
083 Southwest Family	32,741	733	1,154	7,363	6,158	17,333					
008 Southwest Special							7,509	3,308	4,201		
Division III	139,886	3,177	5,534	38,457	23,138	69,580	26,158	11,017	15,141	8	
004 El Monte	13,407	517	817	3,929	2,031	6,113					
036 Pomona	18,555	654	986	4,668	3,203	9,044	1,242	480	762		
020 San Gabriel Valley	14,363	1,010	1,430	3,082	2,087	6,754	3,536	922	2,614	33	
Division IV	46,325	2,181	3,233	11,679	7,321	21,911	4,778	1,402	3,376	33	
Total	426,729	16,997	23,812	125,689	67,551	192,680	65,112	26,703	38,409	452	2,907

(a) This category includes families that have two aided, GAIN Sanctioned or time-limited, non-disabled parents with at least one child in common.

(b) All parents/adults in these families are excluded or ineligible to aid for reasons other than GAIN sanction or time limits.

(c) This category includes all other families not included in the first two.

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**Supplemental Programs
Persons Aided by District
May 2004**

District	Medical Assistance Only ^(a)	Food Stamps		In-Home Supportive Services	Total All Aids Cash and Supplemental (Duplicated) ^(b)
		Total	PAFS	NAFS	
East Valley Total	84,595	28,613	10,585	18,028	133,291
011 East Valley	84,595	25,820	10,585	15,235	127,903
032 San Fernando		2,793		2,793	5,388
002 Glendale	58,469	29,340	12,963	16,377	110,663
034 Lancaster	38,877	34,445	12,190	22,255	99,523
066 Lincoln Heights	3,173	16,758	7,967	8,791	35,116
038 Metro North	19,489	31,363	14,844	16,519	77,402
003 Pasadena	22,434	13,411	4,616	8,795	45,812
West Valley Total	99,510	28,767	12,781	15,986	148,591
051 Santa Clarita	11,141	2,946	1,301	1,645	16,110
082 West Valley	88,369	25,821	11,480	14,341	132,481
010 Wilshire Special	62,859	9,876		9,876	79,087
Division I	389,406	192,573	75,946	116,627	729,485
005 Belvedere	116,152	22,387	6,806	15,581	151,307
006 Cudahy	53,865	18,757	6,885	11,872	86,438
012 Exposition Park	5,707	24,270	12,159	12,111	51,416
015 Metro East	1,710	23,227	8,985	14,242	46,224
013 Metro Family	65,208	27,265	11,108	16,157	113,249
070 Metro Special	65,261	23,965		23,965	99,591
040 Norwalk	46,614	19,195	7,953	11,242	80,022
060 Rancho Park	31,144	6,655		6,655	41,717
009 West Los Angeles	4,077	12,993	7,294	5,699	28,994
Division II	389,738	178,714	61,190	117,524	698,958
014 Civic Center	5,814	5,193		5,193	16,193
026 Compton	59,887	39,987	15,580	24,407	130,311
017 Florence	37,129	25,007	9,082	15,925	80,549
062 Paramount	31,601	18,451	7,454	10,997	63,786
027 South Central	27,575	23,825	7,514	16,311	69,043
031 South Family	49,556	39,161	15,151	24,010	117,891
007 South Special		11,386		11,386	22,601
083 Southwest Family	6,232	36,361	17,936	18,425	75,334
008 Southwest Special	75,418	13,786	7	13,779	96,713
Division III	293,212	213,157	72,724	140,433	672,421
004 El Monte	114,912	24,538	7,297	17,241	152,857
036 Pomona	65,047	24,446	10,472	13,974	109,290
020 San Gabriel Valley	2,652	20,997	7,755	13,242	41,581
Division IV	182,611	69,981	25,524	44,457	303,728
090 Canoga Park Mail-In Center	2,498				2,498
089 Medi-Cal Mail-In Application	7,141				7,141
016 Medi-Cal Outreach	10,862				10,862
Medi-Cal Operations Division	20,501				20,501
080 Medi-Cal LTC/Hospital Cert.	25,038				25,038
Medi-Cal Special Projects	25,038				25,038
East Region				32,870	32,870
Metro West Region				27,415	27,415
North Region				42,425	42,425
South Region				35,983	35,983
IHSS Division				138,693	138,693
DPSS Total	1,300,506	654,425	235,384	419,041	2,588,824
Dept. of Health Services	1,466				1,466
Dept. of Children and Family Services	17,577				17,577
Grand Total	1,319,549	654,425	235,384	419,041	2,607,867

(a) The Medi-Cal counts provided represent the Approved Caseload. Medi-Cal usage is tracked at the State level.

(b) This is the sum of all aid categories. These totals are duplicated to the extent that some families and persons are aided in more than one category.

In-Home Supportive Services Caseload by Office

May 2004

Office	Number of Consumers *	Number of Terminations
019 Pomona	9,645	143
074 El Monte	23,225	289
East Region	32,870	432
047 Metro IHSS	18,316	245
075 Rancho Park	9,099	80
Metro West Region	27,415	325
001 Chatsworth	19,581	226
035 Lancaster	5,057	101
073 Burbank	17,787	107
North Region	42,425	434
077 Hawthorne	35,983	630
South Region	35,983	630
Total	138,693	1,821

* Each IHSS consumer represents a separate case or Assistance Unit.

Application Processing Summary May 2004

	CalWORKs	General Relief	Refugee	CAPI	Medical Assistance Only	Food Stamps	In-Home Supportive Services	Total All Programs
Received^(a)	9,515	11,736	82	424	36,987	27,401	4,144	90,289
Processed :								
Approvals	4,773	5,612	71	116	22,980	14,400	2,169	50,121
Non-Approvals	4,475	6,381	22	353	13,782	11,890	2,139	39,042
Total Processed (From current & prior months)	9,248	11,993	93	469	36,762	26,290	4,308	89,163
Approval Rate^(b) (Approvals ÷ Total Processed)	51.6 %	46.8 %	76.3 %	24.7 %	62.5 %	54.8 %	50.3 %	56.2 %
Comparison with Prior Month								
Applications Received								
This month	9,515	11,736	82	424	36,987	27,401	4,144	90,289
Last month	9,982	13,110	107	445	38,051	29,378	4,686	95,759
Percent Change	-4.7 %	-10.5 %	-23.4 %	-4.7 %	-2.8 %	-6.7 %	-11.6 %	-5.7 %
Total Processed								
This month	9,248	11,993	93	469	36,762	26,290	4,308	89,163
Last month	10,020	13,287	118	400	36,198	28,122	4,714	92,859
Percent Change	-7.7 %	-9.7 %	-21.2 %	17.3 %	1.6 %	-6.5 %	-8.6 %	-4.0 %
Approval Rate								
This month	51.6 %	46.8 %	76.3 %	24.7 %	62.5 %	54.8 %	50.3 %	56.2 %
Last month	50.5 %	48.0 %	70.3 %	29.5 %	62.5 %	55.8 %	51.1 %	56.4 %
Percent Change	2.2 %	-2.5 %	8.5 %	-16.3 %	0.0 %	-1.8 %	-1.6 %	-0.4 %

(a) Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications received in the month and the number processed that same month.

(b) Total approvals are divided by total disposed.

CalWORKs Application Processing by District May 2004

Applications Received in Month *		Processed During Month*				Total Processed *		Processing Time	
District		Approvals			Total Approvals	Non Approvals		1-45 Days	Over 45 Days
		Two Parent	Zero Parent	All Other				Percent	Percent
002 Glendale	342	40	45	99	184	181	365	98.08	1.92
003 Pasadena	143	6	15	82	103	46	149	97.32	2.68
011 East Valley	458	18	74	110	202	259	461	92.62	7.38
034 Lancaster	560	40	34	200	274	258	532	90.60	9.40
038 Metro North	444	17	106	126	249	250	499	97.60	2.40
066 Lincoln Heights	248	16	42	78	136	122	258	98.84	1.16
West Valley Total	629	20	88	179	287	307	594	81.48	18.52
051 Santa Clarita	97	4	7	26	37	42	79	87.34	12.66
082 West Valley	532	16	81	153	250	265	515	80.58	19.42
Division I	2,824	157	404	874	1,435	1,423	2,858	92.30	7.70
005 Belvedere	246	14	40	103	157	157	314	98.09	1.91
006 Cudahy	390	14	40	93	147	217	364	86.81	13.19
009 West Los Angeles	319	7	29	97	133	173	306	97.39	2.61
012 Exposition Park	418	9	37	186	232	178	410	92.44	7.56
013 Metro Family	446	8	77	105	190	216	406	98.28	1.72
015 Metro East	385	11	50	97	158	189	347	99.14	0.86
040 Norwalk	387	30	46	182	258	180	438	93.15	6.85
Division II	2,591	93	319	863	1,275	1,310	2,585	94.85	5.15
017 Florence	333	10	39	75	124	174	298	91.95	8.05
026 Compton	610	28	79	223	330	213	543	91.34	8.66
027 South Central	343	7	37	122	166	85	251	93.23	6.77
031 South Family	593	20	91	211	322	239	561	94.83	5.17
062 Paramount	259	16	31	125	172	109	281	97.86	2.14
083 Southwest Family	658	19	72	257	348	311	659	87.56	12.44
Division III	2,796	100	349	1,013	1,462	1,131	2,593	92.09	7.91
004 El Monte	437	15	45	95	155	198	353	91.78	8.22
020 San Gabriel Valley	312	16	38	102	156	145	301	76.74	23.26
036 Pomona	555	26	69	195	290	268	558	92.83	7.17
Division IV	1,304	57	152	392	601	611	1,212	88.53	11.47
Total	9,515	407	1,224	3,142	4,773	4,475	9,248	92.46	7.54

* Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications received in the month and the number processed in the same month.

General Relief Application Processing by District May 2004

Applications Received * in Month		Processed During Month*			Processing Time			
District		Approvals	Non Approvals	Total Processed	1-30 Days (Percent)	31-45 Days (Percent)	46-60 Days (Percent)	61+ Days (Percent)
002 Glendale	525	265	284	549	94.54	4.19	0.55	0.73
003 Pasadena	370	202	165	367	90.74	8.17	1.09	0.00
010 Wilshire Special	729	270	462	732	97.68	2.05	0.27	0.00
032 San Fernando	629	237	419	656	84.45	14.02	0.76	0.76
034 Lancaster	634	339	341	680	80.88	12.50	4.26	2.35
Division I	2,887	1,313	1,671	2,984	89.51	8.21	1.44	0.84
015 Metro East	832	422	513	935	94.01	5.03	0.43	0.53
060 Rancho Park	710	344	404	748	87.83	10.56	0.80	0.80
070 Metro Special	1,371	786	572	1,358	77.17	19.15	2.58	1.10
Division II	2,913	1,552	1,489	3,041	84.97	12.69	1.48	0.85
007 South Special	1,828	947	918	1,865	75.23	18.45	4.34	1.98
008 Southwest Special	1,396	712	763	1,475	71.12	23.86	2.10	2.92
014 Civic Center	1,056	447	484	931	85.61	8.59	2.47	3.33
027 South Central	483	199	237	436	93.81	5.28	0.69	0.23
Division III	4,763	2,305	2,402	4,707	77.71	16.97	2.93	2.38
020 San Gabriel Valley	755	288	491	779	96.02	3.72	0.00	0.26
036 Pomona	418	154	328	482	69.92	22.20	7.05	0.83
Division IV	1,173	442	819	1,261	86.04	10.79	2.70	0.48
Total	11,736	5,612	6,381	11,993	83.37	13.06	2.17	1.41

* Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications received in the month and the number processed in the same month.

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Refugee Application Processing by District May 2004

Applications Received in Month*		Processed During Month*			Processing Time	
District		Approvals	Non Approvals	Total Processed	1-45 Days (Percent)	46-90 Days (Percent)
002 Glendale	42	41	8	49	100.00	
038 Metro North	28	23	7	30	100.00	
Division I	70	64	15	79	100.00	
031 South Family	4		2	2	100.00	
Division III	4		2	2	100.00	
020 San Gabriel Valley	8	7	5	12	91.67	8.33
Division IV	8	7	5	12	91.67	8.33
Total	82	71	22	93	98.92	1.08

* Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications received in the month and the number processed in the same month.

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Medical Assistance Only Application Processing May 2004

**Applications
Received
in Month (a)**

Processed During Month(a)

Processing Time

District		Approvals	Non Approvals	Total Processed ^(b)	Regular		DAPD ^(c)	
					1-45 Days (Percent)	46+ Days (Percent)	1-90 Days (Percent)	90+ Days (Percent)
011 East Valley	820	717	287	1,004	78.24	21.76	28.00	72.00
002 Glendale	728	492	387	879	87.69	12.31	38.46	61.54
034 Lancaster	573	384	306	690	72.86	27.14	25.00	75.00
066 Lincoln Heights	383	104	211	315	51.61	48.39	20.00	80.00
038 Metro North	86	102	105	207	93.69	6.31	100.00	
003 Pasadena	387	207	191	398	82.71	17.29	27.27	72.73
West Valley Total	1,021	922	486	1,408	81.29	18.71	35.00	65.00
051 Santa Clarita	165	101	92	193	85.42	14.58		100.00
082 West Valley	856	821	394	1,215	80.61	19.39	35.90	64.10
010 Wilshire Special	824	545	343	888	93.86	6.14	20.00	80.00
Division I	4,822	3,473	2,316	5,789	81.56	18.44	30.13	69.87
005 Belvedere	870	679	395	1,074	85.17	14.83	13.33	86.67
006 Cudahy	457	355	231	586	65.46	34.54		100.00
012 Exposition Park	103	86	111	197	75.63	24.37		
015 Metro East	120	59	152	211	99.05	0.95		
013 Metro Family	46	249	98	347	74.34	25.66	50.00	50.00
070 Metro Special	947	742	255	997	71.93	28.07	7.14	92.86
040 Norwalk	730	507	265	772	84.18	15.82	25.00	75.00
060 Rancho Park	606	362	284	646	78.18	21.82	44.44	55.56
009 West Los Angeles	10	18	88	106	90.57	9.43		
Division II	3,889	3,057	1,879	4,936	78.67	21.33	20.24	79.76
014 Civic Center	141	99	72	171	87.76	12.24	50.00	50.00
026 Compton	633	435	299	734	74.90	25.10	33.33	66.67
017 Florence	294	182	188	370	81.97	18.03	50.00	50.00
062 Paramount	484	282	225	507	76.94	23.06	11.76	88.24
027 South Central	266	177	157	334	83.53	16.47		
031 South Family	528	372	266	638	91.26	8.74	55.56	44.44
083 Southwest Family	3	19	141	160	89.38	10.63		
008 Southwest Special	782	513	233	746	88.58	11.42	39.29	60.71
Division III	3,131	2,079	1,581	3,660	83.52	16.48	38.46	61.54
004 El Monte	1,082	1,167	590	1,756	61.92	38.08	19.51	80.49
036 Pomona	748	513	495	1,008	72.26	27.74	15.38	84.62
020 San Gabriel Valley	2	7	99	106	71.70	28.30		
Division IV	1,832	1,687	1,184	2,870	65.94	34.06	18.52	81.48
090 Canoga Park Mail-In Center	6,303	1,886	2,392	4,278	83.53	16.47	72.73	27.27
089 Medi-Cal Mail-In Application	5,119	2,371	2,621	4,991	47.82	52.18		100.00
016 Medi-Cal Outreach	7,591	5,327	524	5,853	85.73	14.27	20.65	79.35
Medi-Cal Operations Division	19,013	9,584	5,537	15,122	72.67	27.33	21.06	78.94
080 Medi-Cal LTC/Hospital Cert.	1,941	1,981	593	2,574	96.55	3.45	100.00	
Medi-Cal Special Projects	1,941	1,981	593	2,574	96.55	3.45	100.00	
DPSS Total	34,628	21,861	13,090	34,951	77.35	22.65	28.30	71.70
Dept. of Health Services	2,198	982	670	1,652	39.21	60.79	17.35	82.65
Dept. of Children and Family Services	161	137	22	159	79.25	20.75		
Grand Total	36,987	22,980	13,782	36,762	76.00	24.00	25.18	74.82

(a) Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications received in the month and the number processed in the same month.

(b) Of the 36,762 applications processed during the month, 35,384 were regular and 1,378 were DAPD (Disability and Adult Programs Division). Also included are denied CalWORKs applications that are reevaluated for MAO.

(c) DAPD processing time includes delays caused by the State.

Food Stamp Application Processing by District

May 2004

Applications Received in Month (a)		Approvals			Non-Approvals			Total Processed	Percent Processed in 30 Days		
District		Public Assistance (b)	Non-Public Assistance (c)	Total	Public Assistance (b)	Non-Public Assistance (c)	Total		Public Assistance (b)	Non-Public Assistance (c)	Total
East Valley Total	1,446	153	518	671	222	408	630	1,301	70.67	80.35	77.56
011 East Valley	799	153	169	322	222	170	392	714	70.67	54.87	63.17
032 San Fernando	647		349	349		238	238	587		95.06	95.06
002 Glendale	1,273	164	499	663	184	493	677	1,340	90.23	87.70	88.36
034 Lancaster	1,399	64	681	745	187	324	511	1,256	84.86	83.98	84.16
066 Lincoln Heights	471	87	83	170	103	145	248	418	81.05	38.60	57.89
038 Metro North	455	190	113	303	193	14	207	510	85.12	85.04	85.10
003 Pasadena	706	54	318	372	50	232	282	654	75.96	87.82	85.93
West Valley Total	1,059	188	308	496	270	274	544	1,040	60.26	58.25	59.13
051 Santa Clarita	167	20	42	62	42	35	77	139	67.74	59.74	63.31
082 West Valley	892	168	266	434	228	239	467	901	59.09	58.02	58.49
010 Wilshire Special	1,140		530	530		544	544	1,074		94.13	94.13
Division I	7,949	900	3,050	3,950	1,209	2,434	3,643	7,593	77.15	81.82	80.52
005 Belvedere	593	94	249	343	122	213	335	678	79.63	41.34	53.54
006 Cudahy	477	79	188	267	57	178	235	502	53.68	32.24	38.05
012 Exposition Park	387	91	116	207	160	5	165	372	76.89	95.87	83.06
015 Metro East	1,195	97	461	558	177	334	511	1,069	79.20	94.72	90.74
013 Metro Family	425	137	93	230	213	5	218	448	94.86	64.29	88.17
070 Metro Special	2,099		1,288	1,288		606	606	1,894		78.46	78.46
040 Norwalk	689	175	177	352	150	143	293	645	76.62	69.38	73.02
060 Rancho Park	932		489	489		353	353	842		93.23	93.23
009 West Los Angeles	299	90	59	149	146	7	153	302	82.63	74.24	80.79
Division II	7,096	763	3,120	3,883	1,025	1,844	2,869	6,752	80.03	76.21	77.22
014 Civic Center	1,116		567	567		378	378	945		89.95	89.95
026 Compton	837	155	295	450	158	164	322	772	74.12	66.45	69.56
017 Florence	487	86	98	184	153	108	261	445	71.55	43.20	58.43
062 Paramount	470	85	178	263	82	157	239	502	92.81	75.82	81.47
027 South Central	1,059	99	447	546	69	290	359	905	67.26	88.20	84.31
031 South Family	797	183	263	446	216	87	303	749	82.21	90.00	85.85
007 South Special	1,888		1,137	1,137		592	592	1,729		88.32	88.32
083 Southwest Family	627	169	170	339	266	7	273	612	71.26	89.83	76.63
008 Southwest Special	1,985	1	1,101	1,102		770	770	1,872	100.00	84.45	84.46
Division III	9,266	778	4,256	5,034	944	2,553	3,497	8,531	76.07	84.14	82.51
004 El Monte	777	97	368	465	124	594	718	1,183	62.44	32.74	38.29
036 Pomona	1,222	178	350	528	230	453	683	1,211	74.02	68.99	70.69
020 San Gabriel Valley	1,091	98	442	540	140	340	480	1,020	66.39	94.88	88.24
Division IV	3,090	373	1,160	1,533	494	1,387	1,881	3,414	68.97	63.25	64.70
Total	27,401	2,814	11,586	14,400	3,672	8,218	11,890	26,290	76.56	78.82	78.27

(a) Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications received in the month and the number processed that same month.

(b) All members of the Food Stamp household received CalWORKs assistance during the month.

(c) None, or only some, of the members of the Food Stamp household received CalWORKs assistance during the month.

In-Home Supportive Services Application Processing by Office May 2004

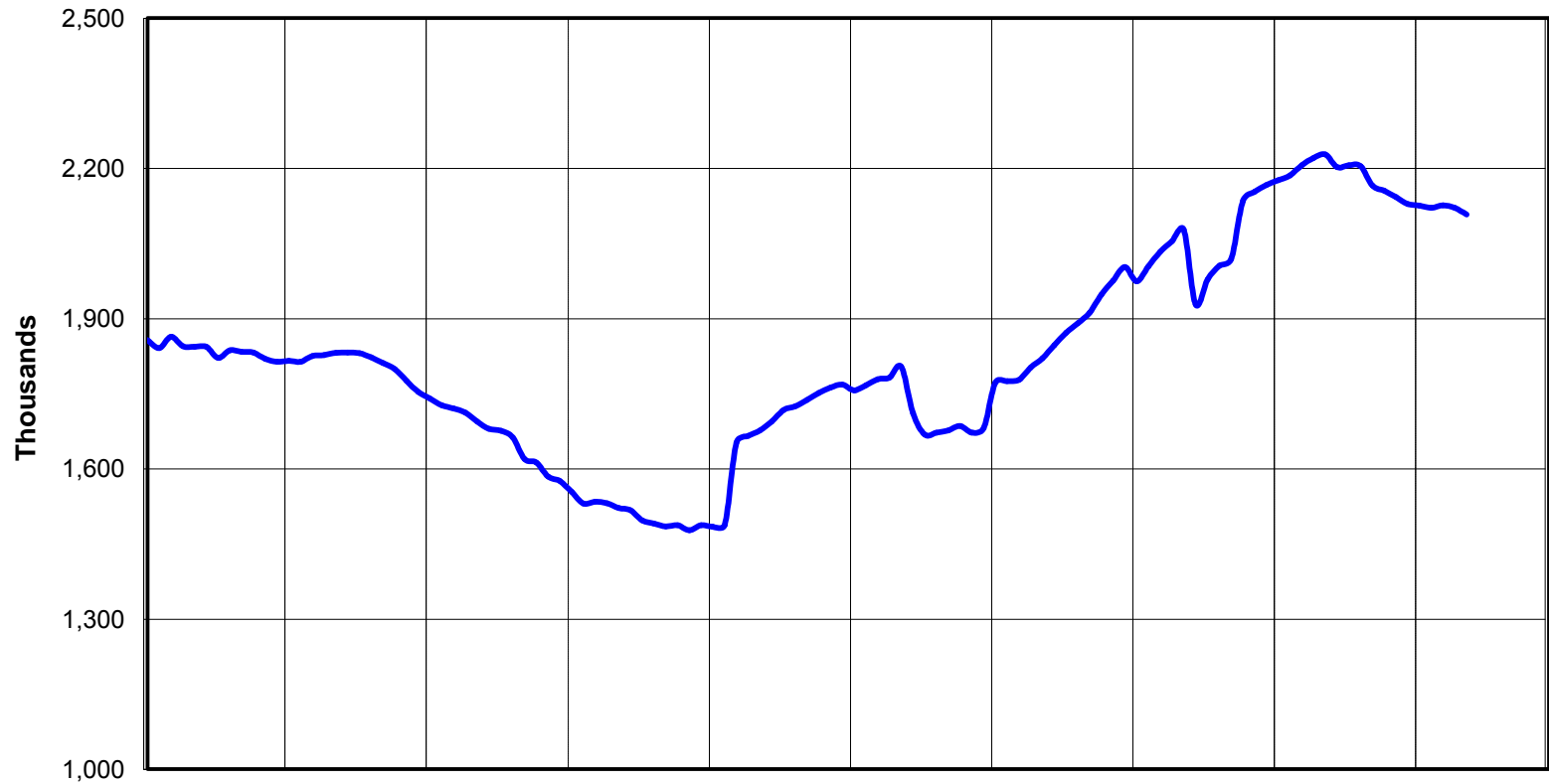
Office	Application Received in Month *	Processed During Month *		Total *
		Approvals	Non-Approvals	Processed
019 Pomona	327	141	135	276
054 Pasadena	0	0	0	0
074 El Monte	719	368	333	701
East Region	1,046	509	468	977
047 Metro IHSS	590	310	403	713
075 Rancho Park	159	73	72	145
Metro West Region	749	383	475	858
001 Chatsworth	514	281	267	548
035 Lancaster	213	107	112	219
073 Burbank	268	176	97	273
North Region	995	564	476	1,040
077 Hawthorne	1,354	713	720	1,433
South Region	1,354	713	720	1,433
Total	4,144	2,169	2,139	4,308

* Applications received in one month often have their final status determined in the following month. Consequently, there is no direct relationship between the number of applications in the month and the number processed that same month.

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Persons Aided - All Aids Combined

January 1995 to May 2004

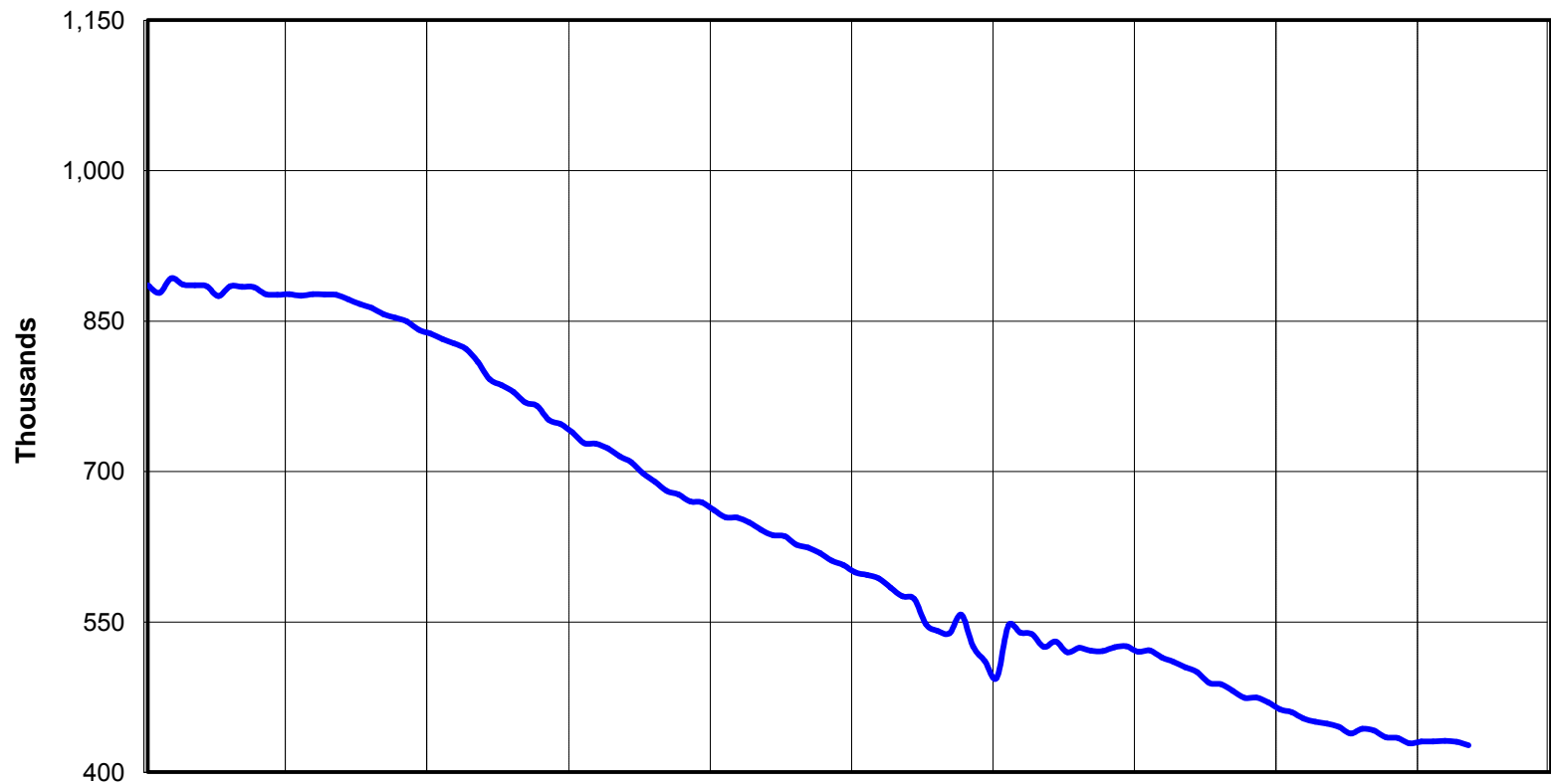


	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
January	1,856,959	1,815,720	1,739,691	1,553,899	1,483,869	1,756,212	1,772,223	1,974,284	2,176,029	2,125,174
February	1,840,912	1,813,789	1,726,450	1,530,151	1,486,946	1,766,419	1,774,694	2,004,216	2,185,622	2,121,033
March	1,863,833	1,825,136	1,720,143	1,534,206	1,652,199	1,778,684	1,777,189	2,033,305	2,205,706	2,126,252
April	1,844,758	1,826,820	1,712,033	1,530,926	1,665,832	1,781,558	1,801,891	2,053,985	2,220,340	2,120,822
May	1,843,275	1,831,350	1,693,943	1,521,529	1,676,300	1,803,096	1,820,217	2,077,231	2,227,731	2,107,699
June	1,843,183	1,831,991	1,679,816	1,517,219	1,694,090	1,710,715	1,846,217	1,928,402	2,202,094	
July	1,821,202	1,830,611	1,675,458	1,496,928	1,716,905	1,667,884	1,871,520	1,977,951	2,205,980	
August	1,836,626	1,822,112	1,662,085	1,490,182	1,724,536	1,671,997	1,890,253	2,005,337	2,203,801	
September	1,833,234	1,811,154	1,619,097	1,484,360	1,737,460	1,676,433	1,911,380	2,018,573	2,165,470	
October	1,832,172	1,799,175	1,612,337	1,487,282	1,751,308	1,685,273	1,947,269	2,134,995	2,154,853	
November	1,819,413	1,775,240	1,583,948	1,476,617	1,761,779	1,671,996	1,975,315	2,153,486	2,142,473	
December	1,813,271	1,753,156	1,575,466	1,487,157	1,768,072	1,680,884	2,002,498	2,166,367	2,128,450	

NOTE: Effective July 2000, the data includes actual counts from LEADER districts. Data from May 1999 to June 2000 includes estimated LEADER counts.

Persons Aided - CalWORKs

January 1995 to May 2004

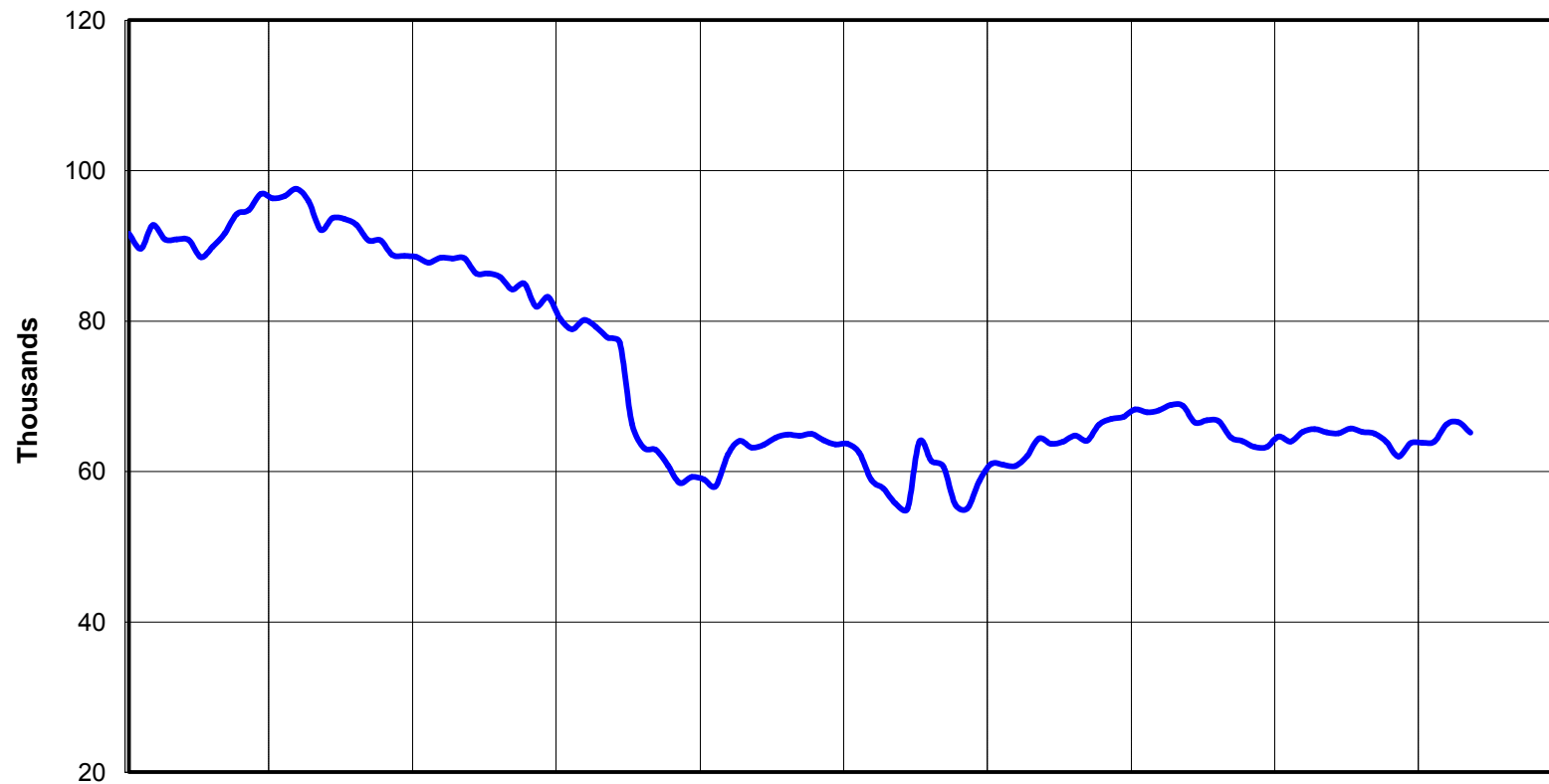


	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
January	885,463	876,717	837,106	738,794	661,221	599,169	493,919	520,000	462,610	430,391
February	877,880	875,076	831,976	727,891	654,160	596,444	546,415	521,144	459,815	430,449
March	892,563	876,611	827,414	727,230	653,703	593,048	538,982	514,243	453,464	431,113
April	886,282	876,223	822,043	722,847	648,935	583,782	537,586	509,779	450,140	430,219
May	885,656	875,998	809,107	715,096	641,760	575,411	524,665	504,467	448,322	426,729
June	884,621	871,490	791,775	709,102	636,322	572,814	530,180	499,743	445,039	
July	874,787	866,657	785,641	697,893	635,161	547,261	519,300	488,909	438,361	
August	884,618	863,096	779,043	689,690	626,604	540,582	523,951	487,753	443,245	
September	883,989	856,701	768,549	680,358	623,957	538,382	521,095	480,849	441,248	
October	883,488	853,097	765,190	676,982	618,375	556,985	520,694	474,026	434,549	
November	876,501	849,270	751,081	670,044	610,687	524,966	524,578	474,233	433,899	
December	875,918	841,154	746,926	669,088	606,237	510,582	525,443	469,554	428,578	

NOTE: Effective July 2000, the data includes actual counts from LEADER districts. Data from May 1999 to June 2000 includes estimated LEADER counts.

Persons Aided - General Relief

January 1995 to May 2004

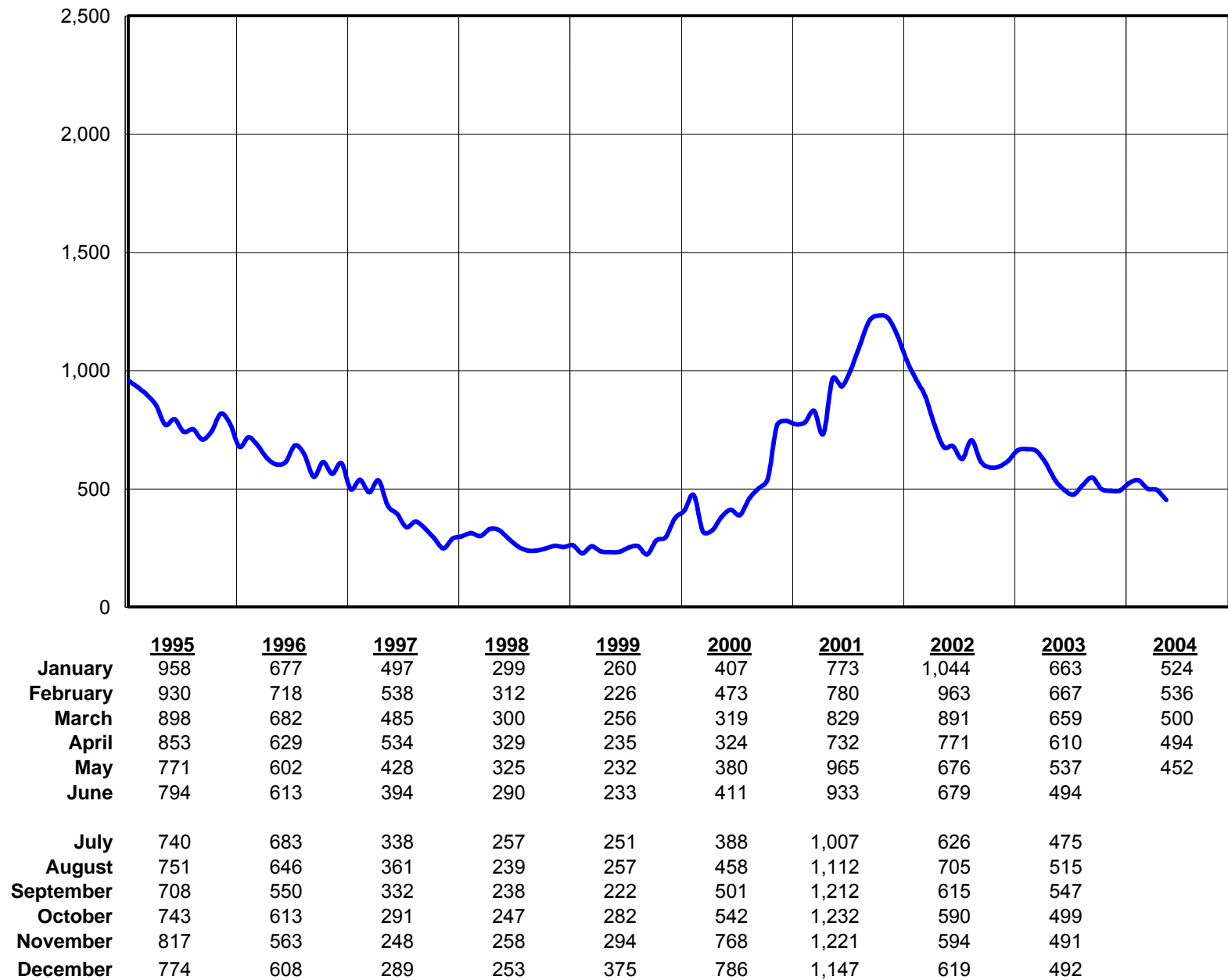


	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
January	91,580	96,301	88,485	80,335	58,902	63,653	60,976	68,221	64,625	63,771
February	89,600	96,589	87,725	78,895	58,028	62,434	60,841	67,840	63,928	63,932
March	92,734	97,577	88,388	80,121	62,210	58,831	60,705	68,102	65,236	66,224
April	90,837	95,897	88,292	79,198	64,024	57,688	62,038	68,810	65,607	66,545
May	90,836	92,121	88,318	77,745	63,125	55,727	64,352	68,705	65,176	65,112
June	90,763	93,676	86,282	77,097	63,517	54,998	63,649	66,472	65,057	
July	88,477	93,539	86,302	66,334	64,471	63,917	63,929	66,793	65,667	
August	89,873	92,793	85,831	63,099	64,866	61,353	64,752	66,648	65,203	
September	91,632	90,722	84,165	62,825	64,702	60,606	64,078	64,507	64,984	
October	94,166	90,692	84,946	60,757	64,975	55,551	66,192	63,977	63,874	
November	94,738	88,753	81,883	58,436	64,120	55,065	66,931	63,211	61,969	
December	96,895	88,630	83,157	59,248	63,572	58,658	67,207	63,215	63,717	

NOTE: 1. Effective July 2000, the data includes actual counts from LEADER districts. Data from May 1999 to June 2000 includes estimated LEADER counts.
2. Includes refugees on GR.

Persons Aided - Refugee

January 1995 to May 2004

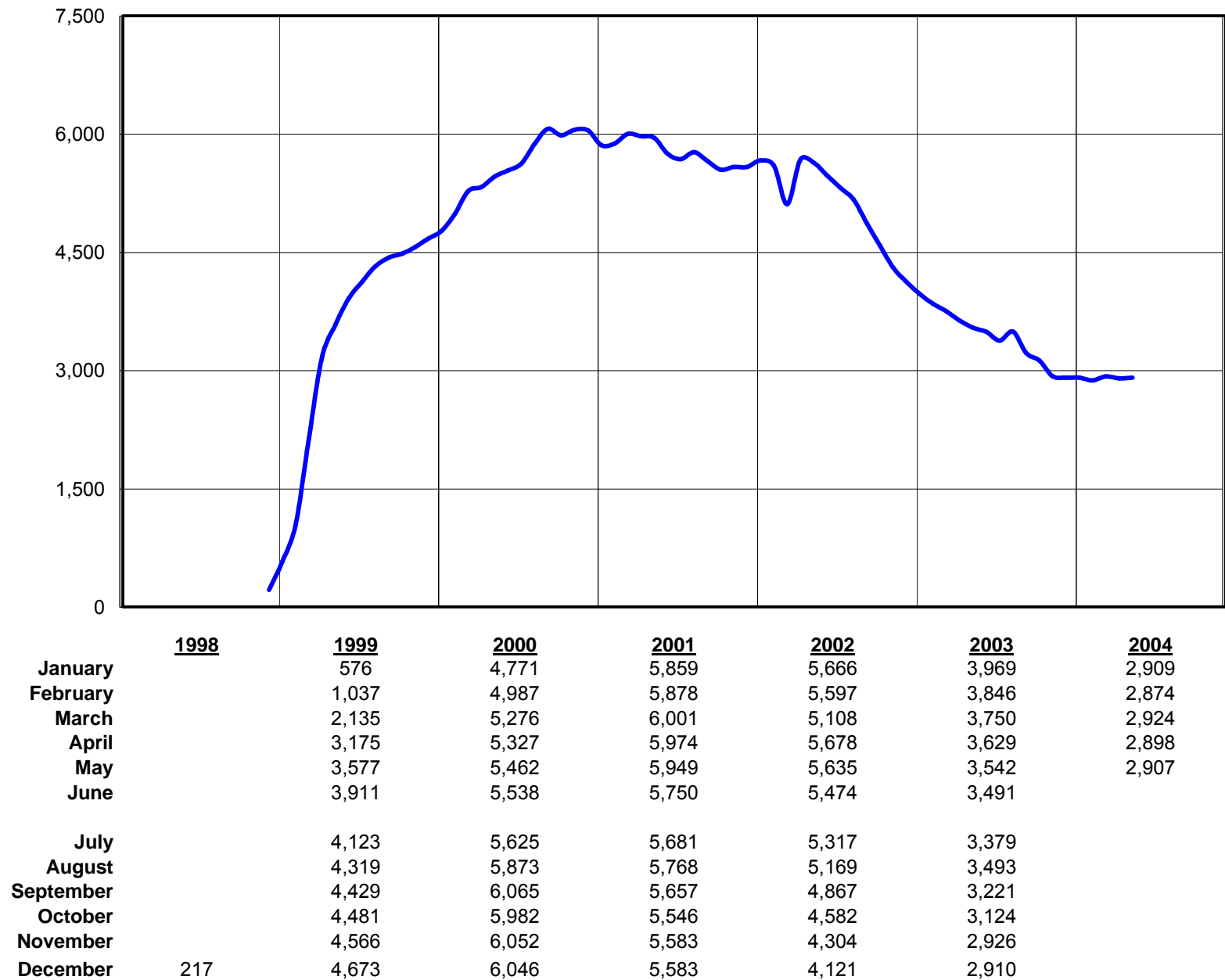


NOTE: 1. Effective July 2000, the data includes actual counts from LEADER districts. Data from May 1999 to June 2000 includes estimated LEADER counts.

2. Person counts exclude refugees who time-expired from RRP/CalWORKs and RCA programs.

Persons Aided - CAPI*

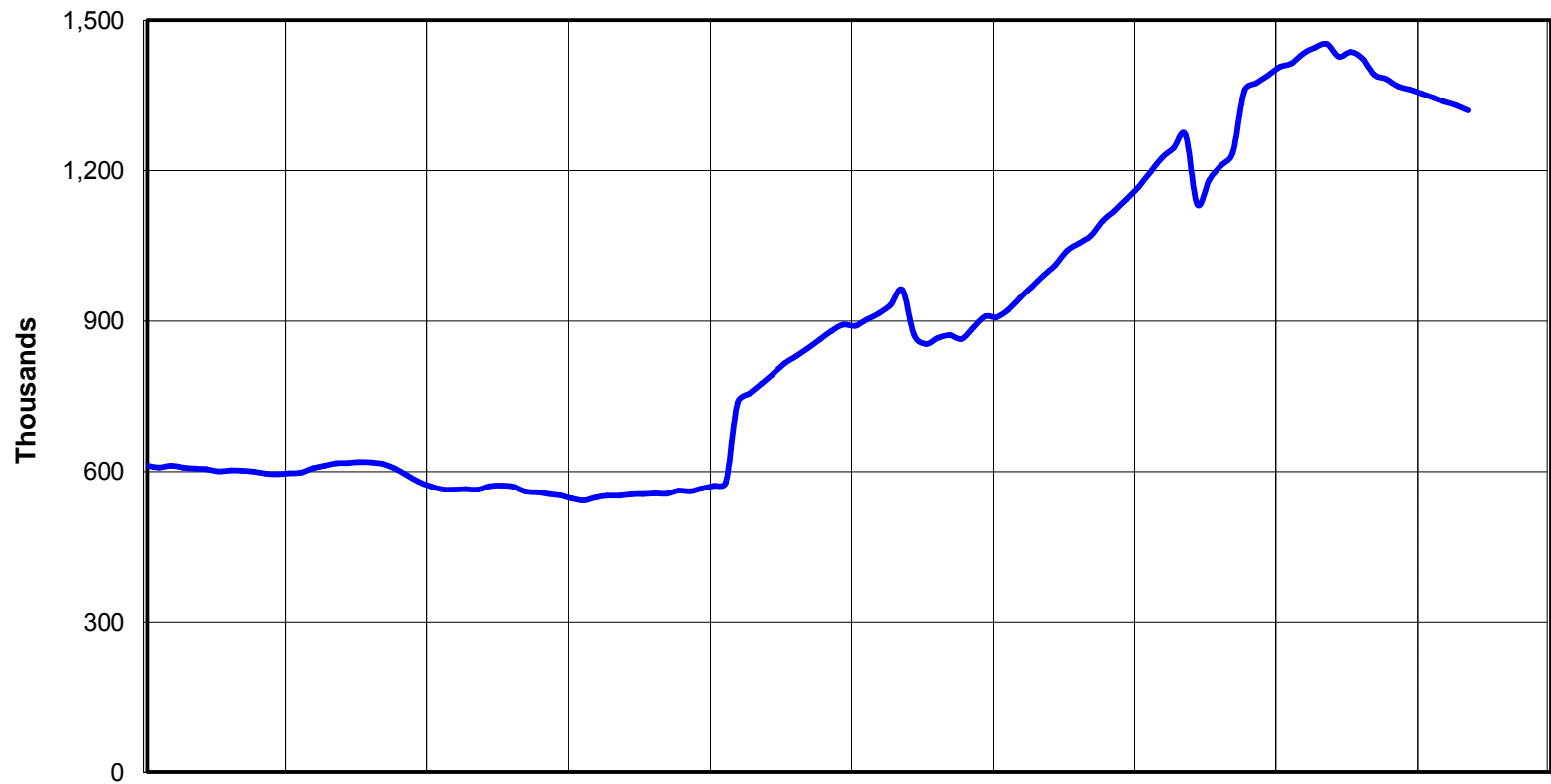
December 1998 to May 2004



*The Cash Assistance Program for Immigrants (CAPI) began in December 1998.

Persons Aided - Medical Assistance Only

January 1995 to May 2004



	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
January	611,805	596,484	570,327	545,557	571,007	889,755	906,938	1,166,682	1,406,522	1,353,228
February	607,762	597,735	564,166	541,932	577,075	902,304	921,546	1,195,551	1,413,691	1,344,771
March	611,831	606,724	563,039	547,734	736,143	914,589	945,297	1,224,869	1,433,380	1,336,927
April	608,059	611,286	564,277	551,182	754,584	931,347	968,075	1,244,420	1,445,267	1,329,514
May	606,154	616,143	563,326	551,338	773,607	961,482	990,852	1,271,226	1,452,265	1,319,549
June	604,854	616,606	570,008	553,940	792,953	870,789	1,011,611	1,132,120	1,427,276	
July	599,987	618,514	571,714	554,563	814,968	853,517	1,040,397	1,181,503	1,436,246	
August	602,215	617,597	568,862	555,691	829,576	865,679	1,054,721	1,209,942	1,423,220	
September	601,480	614,457	559,167	555,105	844,984	871,567	1,070,178	1,234,504	1,390,581	
October	599,205	605,973	558,273	561,363	862,429	863,525	1,099,190	1,358,891	1,382,429	
November	595,753	592,418	554,113	559,878	879,336	886,356	1,119,379	1,374,175	1,367,723	
December	594,630	578,977	552,039	565,886	892,420	908,567	1,142,324	1,389,420	1,361,270	

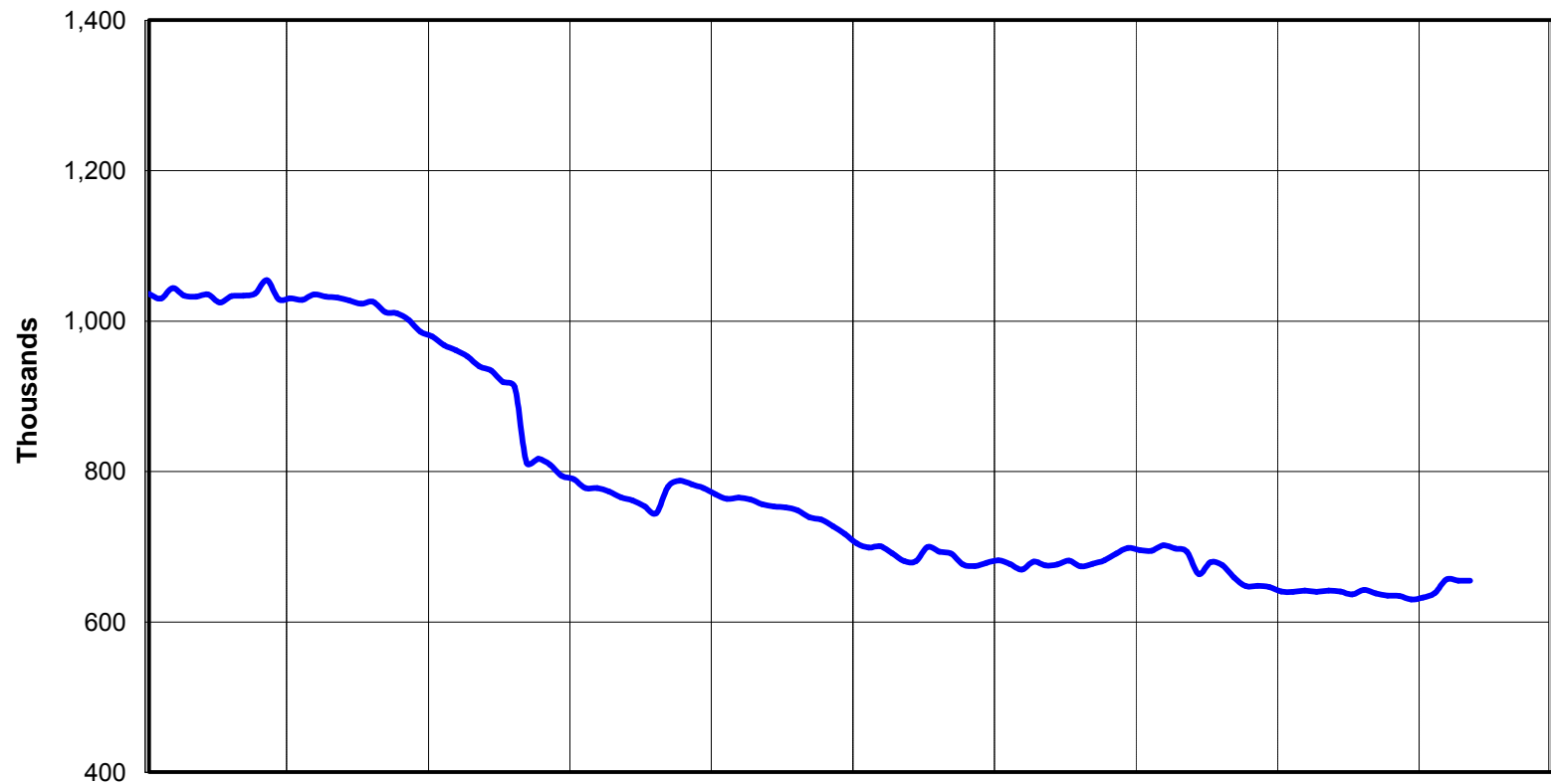
NOTE: 1. The increase in the caseload beginning March 1999 was a result of the Section 1931(b) Medi-Cal Program. DPSS converted Edwards Medi-Cal, Transitional Medi-Cal (TMC) and Four-Month Continuing Medi-Cal (CMC) recipients into regular Medi-Cal status. It also established the automatic conversion of most terminated CalWORKs cases into regular Medi-Cal cases.

2. The drop in June 2000 was a result of the termination of about 35,000 Section 1931(b) MAO family cases not responding to redetermination notices.

3. Effective July 2000, the data includes actual counts from LEADER districts. Data from May 1999 to June 2000 includes estimated LEADER counts.

Persons Aided - Food Stamps

January 1995 to May 2004

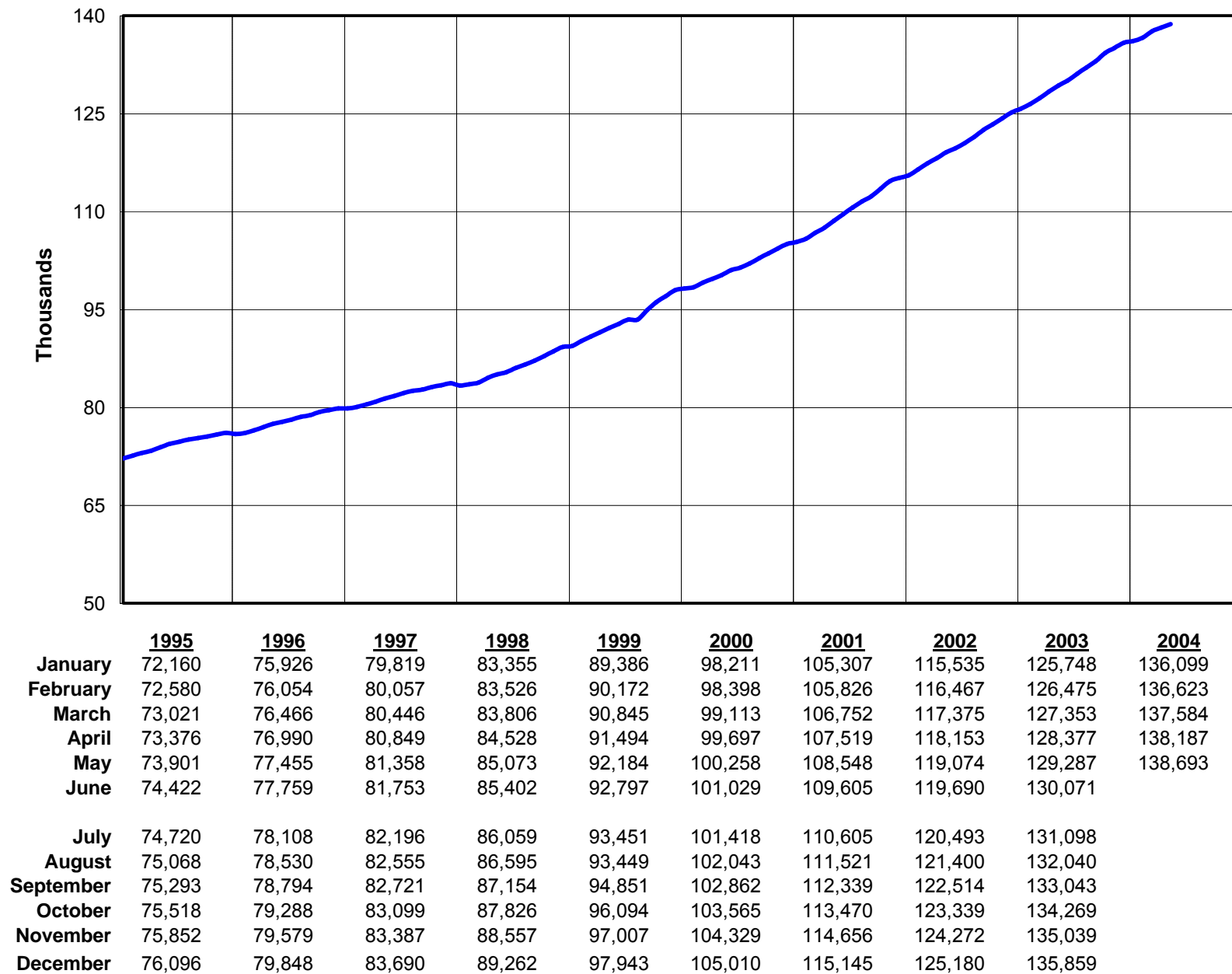


	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
January	1,036,049	1,030,083	979,260	789,311	769,511	703,778	681,715	694,947	640,239	632,052
February	1,029,634	1,027,816	967,730	777,831	763,230	698,505	676,542	694,210	639,800	638,116
March	1,043,366	1,035,169	960,920	777,828	765,154	700,194	669,461	701,512	641,417	656,154
April	1,033,515	1,032,099	952,582	773,173	762,544	691,058	679,643	697,071	639,816	654,400
May	1,031,994	1,030,812	939,209	765,220	756,139	680,875	674,655	693,056	641,206	654,425
June	1,034,976	1,027,171	933,708	761,220	752,897	680,184	676,184	663,140	639,950	
July	1,024,636	1,022,791	918,708	753,633	751,832	699,125	681,200	678,885	636,053	
August	1,032,824	1,025,404	912,005	744,266	748,143	692,766	673,463	675,000	642,295	
September	1,033,356	1,011,628	811,670	779,386	738,767	690,494	676,885	658,674	637,365	
October	1,036,427	1,010,180	816,725	787,472	735,529	676,173	681,588	647,434	634,616	
November	1,054,240	1,001,164	808,432	782,681	726,838	673,829	690,221	647,617	634,291	
December	1,028,565	985,425	793,864	777,464	716,673	678,281	697,889	645,854	629,613	

NOTE: Effective July 2000, the data includes actual counts from LEADER districts. Data from May 1999 to June 2000 includes estimated LEADER counts.

Persons Aided - IHSS*

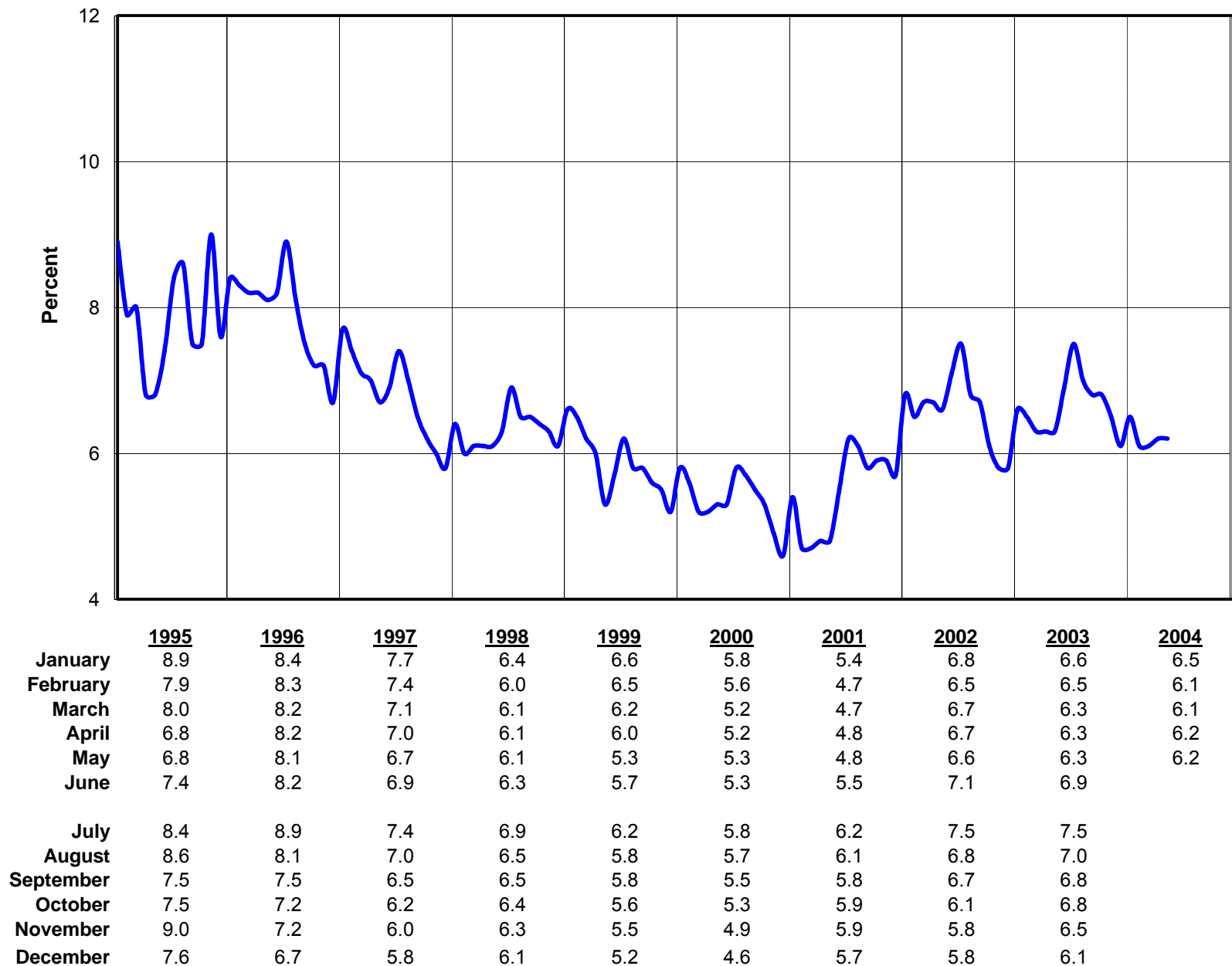
January 1995 to May 2004



*In-Home Supportive Services

Unemployment Rate - Los Angeles County

January 1995 to May 2004



NOTE: 1. The January 1994 unemployment rate increase was largely due to a change in EDD labor market data collection procedures.
2. Data is not seasonally adjusted.

Glossary

Department of Public Social Services (DPSS) administers programs that provide services to individuals and families in need. These programs are designed to both alleviate hardship and promote family health, personal responsibility, and economic independence. Most DPSS programs are mandated by federal and State laws.

California Work Opportunity and Responsibility to Kids (CalWORKs) provides temporary financial assistance and employment-focused services to families with minor children who may or may not have income, and their property limit is below State maximum limits for their family size. In addition, the family must meet one of the following deprivations:

- Either parent is deceased;
- Either parent is physically or mentally incapacitated;
- The principal wage earner is unemployed; and
- Either parent is absent from the home in which the child is living.

Types of Assistance Units include:

- Two Parent Families - include two non-disabled or unemployed, natural or adoptive parents of the same aided or SSI/SSP minor child (living in the home), unless both parents are minors and neither is the head-of-household.
- Zero Parent Families - are those in which the parent(s) or caretaker(s) are excluded from or ineligible for aid.
- All Other Families - are those that have not been identified as either a two parent or a zero parent family.

Cash Assistance Program to Immigrants (CAPI) provides cash to certain aged, blind, and disabled legal non-citizens ineligible to Supplemental Security Income/State Supplemental Payment (SSI/SSP) due to their immigration status. CAPI participants may be eligible for Medi-Cal, In-Home Supportive Services (IHSS), and/or Food Stamp benefits. Individuals requesting such benefits must file the appropriate application for the other program.

Food Stamps help eligible low-income families and individuals meet their basic nutritional needs by increasing their food purchasing power. Individuals residing in room and board arrangements, homeless individuals in shelters, and temporary residents of a shelter for battered women and children, may also be eligible to receive Food Stamps.

General Relief (GR) is a County-funded program that provides cash aid to indigent adults who are ineligible for federal or State programs.

In-Home Supportive Services (IHSS) enables low-income aged, blind and disabled individuals to remain safely at home by paying caregivers to provide personal care and domestic services.

LEADER is the Los Angeles Eligibility, Automated Determination, Evaluation and Reporting System.

Medical Assistance Only (MAO) provides comprehensive medical benefits to low-income families with children, pregnant women, and adults who are over 65, blind, or disabled. Depending on their income and resource levels, individuals and families may be eligible for a no-cost or a share-of-cost Medi-Cal program. CalWORKs families receive no-cost Medi-Cal.

Refugee Resettlement Program (RRP) is made up of many program partners at the federal, state, county, and community levels. Typically, refugees are eligible for the same assistance programs as citizens including CalWORKs, Food Stamps, Medi-Cal, SSI/SSP, and General Relief. In addition, single adults or couples without children who are not eligible for other welfare assistance may receive Refugee Cash Assistance (RCA). Vital to the success of the California Refugee Program are the contributions made by Mutual Assistance Associations, and Community Based Organizations (CBOs) that provide culturally and linguistically appropriate services.

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